



SPECIAL RELEASE

CUSTOMER SATISFACTION SURVEY RESULTS FOR THE FIRST QUARTER 2023

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Highlights of the Customer Satisfaction Survey for the First Quarter 2023 in Dumaguete City Serbilis Outlet Negros Oriental

Background of the Survey

The First Quarter Customer Satisfaction Survey (CSS) is conducted by the Civil Registry System (CRS) Serbilis Outlet in Dumaguete City to determine the assessment of clients in terms of their satisfaction with the civil registration services that the PSA Negros Oriental CRS outlet provides, specifically in the issuance of copies of their civil registry documents. This survey also aims to assess the effectiveness and efficiency of the delivery of the services to our clients and other stakeholders.

The CSS was administered to 106 sample respondents on the second week (6-10 March 2023) of the last month of the reference quarter. The respondents of the survey are the CRS clients who completed all the steps, from screening of forms up to the releasing of documents, that is the document have been released in the same day that the request have been applied. With this number, only 21 sample respondents are selected for interview in a day for 4 days except on the 5th day where there are 22 sample respondents interviewed to complete the 106 respondents for this quarter. The survey employs systematic sampling technique. The first respondent is selected by drawing a Random Start (RS) from 1 to 10. The respondents are chosen in a regular interval after the first sample respondent is selected until the 21st sample targets are covered in a day.

Survey Results

Profile of the Respondents

Table 1 shows that about 28.30 percent of the respondents were male while 71.70 percent were female. Majority of the clients were college graduate or higher with 47.17 percent; while 29.25 percent and 8.49 percent were reported to be in high school and elementary levels, respectively. Some 15.09 percent did not disclose their educational attainment.

Most of the clients interviewed were employed with 50.00 percent while 26.42 percent were unemployed. Some 23.58 percent did not disclose their employment status. In addition, most of the clients interviewed came from other areas within the Province of Negros Oriental with 63.21 percent excluding Dumaguete City, the Capital City of Negros Oriental, with 28.30 percent. 7.55 percent came from within the region excluding Negros Oriental while 0.94 percent came from outside the region.



**Table 1. Distribution of CRS Clients by Demographic Profile,
 First Quarter 2023: Dumaguete City**

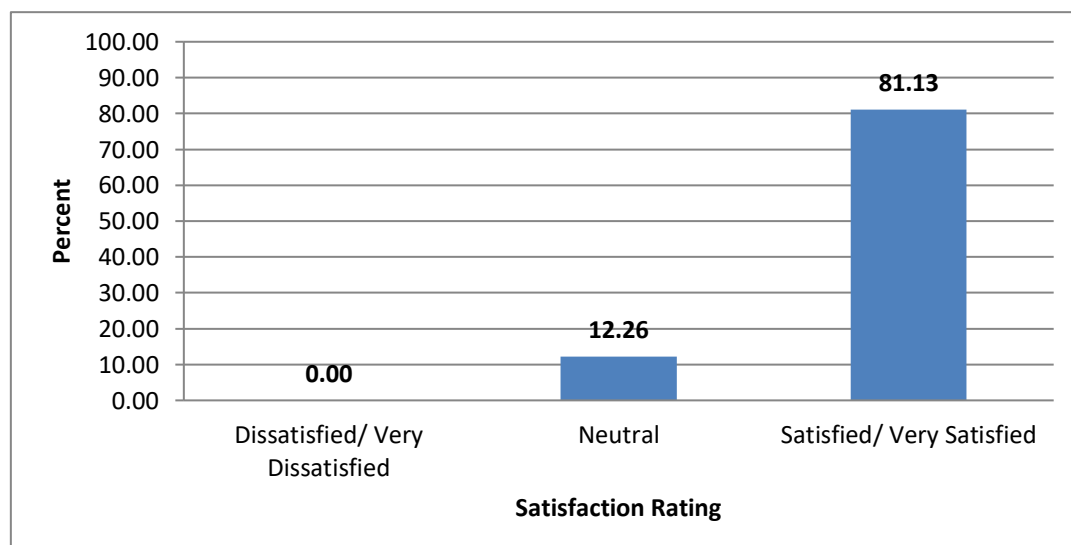
Demographic Profile	Percent
Sex	100.00
Male	28.30
Female	71.70
Education	100.00
Elementary	8.49
High School	29.25
College or Higher	47.17
Not disclosed	15.09
Work	100.00
Employed	50.00
Unemployed	26.42
Not disclosed	23.58
Residence	100.00
Dumaguete City	28.30
Other Areas within the province	63.21
Within the Region	7.55
Outside the Region	0.94

Proportion of satisfied client decreased at 81.13 percent compared to the Fourth Quarter of 2022 at 98.11 percent.

Satisfaction rating is measured as the percentage of clients surveyed during the reference period who were satisfied or very satisfied with the PSA's civil registry services.

Figure 1 shows the overall satisfaction rating of CRS Serbilis Outlet during the reference period. Based on the results of the survey, the proportion of respondents who expressed satisfaction is at 81.13 percent. About 12.26 percent of the respondents were neutral, 6.60 percent did not have any rating, and no client was dissatisfied with the services.

**Figure 1. Overall Client's Satisfaction Rating of CRS Serbilis Outlet,
 First Quarter 2023: Dumaguete City**

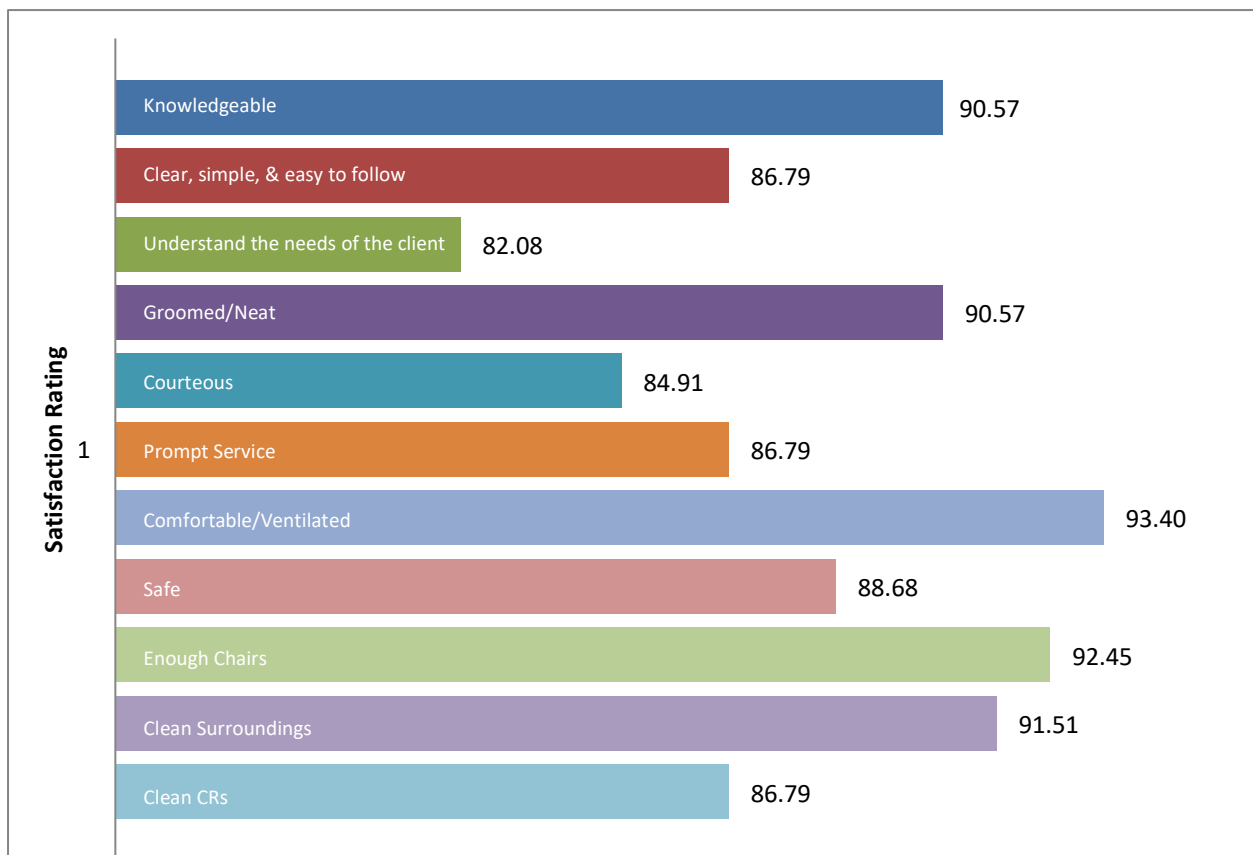




Client's level of agreement is highest in the Area/Facilities Category.

The respondents declared highest satisfaction rating in the Area/Facilities category. Figure 2 shows that 93.40 percent of the respondents agree that the CRS Serbilis Outlet is well-ventilated, and clients are comfortable transacting in the said outlet. Enough Chairs got the second to the highest satisfaction rating with 92.45 percent. Respondents agree that the outlet has enough chairs to cater clients. On the contrary, the lowest satisfaction rating of 82.08 percent was in the Service category. Some clients feel that staff should improve and understand the needs of the clients in the Serbilis outlet.

Figure 2. Satisfied/Very Satisfied Rating of CRS Serbilis Outlet, by Category, First Quarter 2023: Dumaguete City



Options in securing Civil Registry Documents

Of the respondents surveyed, 66.98 percent are aware of the other options in securing the civil registry documents like birth, marriage, death, and CENOMAR. The remaining 33.02 percent are not aware of those options. Figure 4 shows that 89.62 percent of the aware respondents know that documents can be requested through the internet/online. Other options in securing the civil registry documents through the local government unit (LGU), telephone, and SM business center registered 9.43 percent, 0.94 percent, and 0.00 percent rating, respectively.

**Figure 3. Awareness in Securing Civil Registry Documents
 First Quarter 2023: Dumaguete City**

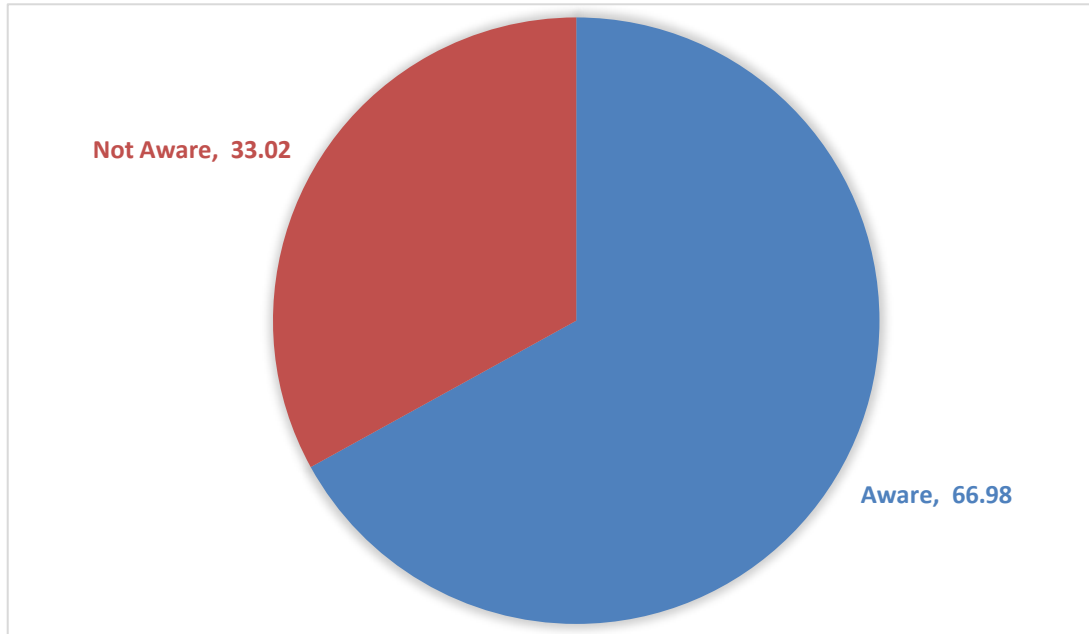
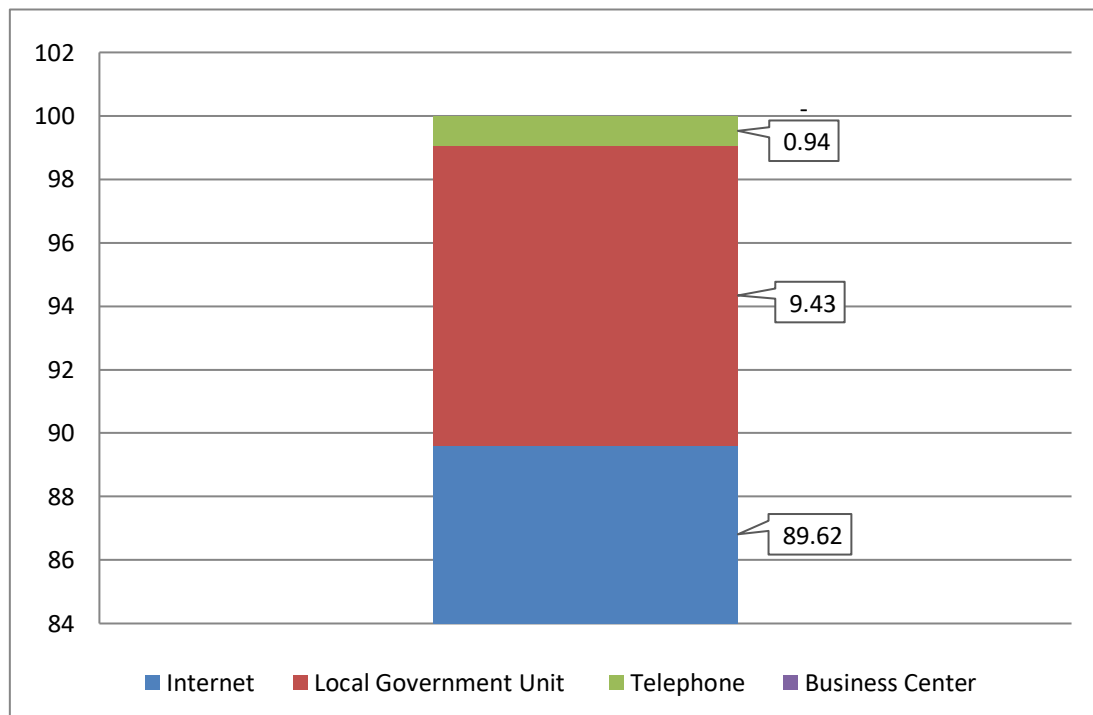


Figure 4. Options in Securing Documents, First Quarter 2023: Dumaguete City





Respondents' comments and suggestions

The respondents were asked for comments and suggestions during the survey to serve as inputs for further improvement of the services of the CRS Serbilis Outlet in Dumaguete City. Table 2 shows the summary of the reasons for not trying other options in securing the Civil Registry Documents.

Table 2. Reasons of Not Trying Other Options in Securing Documents, by Number of Reports, First Quarter 2023: Dumaguete City

Reasons of not trying other options	Number of Reports
1. No idea about the different options.	5
2. Prefer to process personally.	4
3. It will take a long time to receive the documents if processed online.	1

Table 3 shows the verbatim positive and negative comments on the service, employees, procedures, and facilities made and reported by the respondents of this survey.

Table 3. Comments and Suggestions of the Respondents, First Quarter 2019: Dumaguete City

Positive comments
Keep it up!
None so far. Good quality service indeed
maayo ang serbisyo sa mga empleyado, sapsay ug limpyo
The appointment system is highly effective, less people in the office but all catered. National ID is also a great help to those who have not made an online appointment secured. Overall, it was a pleasant experience at the PSA Office!
none so far. The services are fine
so far so good and excellent
mas madali kay through online, dali lang pag proseso
none, they are adequate
the system is organized
Negative comments
ayohon pag akatar ang mga guests
priority lane for senior citizen, pregnant, PWD and uniformed personnel
kinahanglan approachable ang empleyado, dili strickta or insultador
dapat tawagon lang ang ngalan kung motalay dili magbalhin balhin lingkoranan kung mobayad sa counter



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dungagan ug empleyado ang releasing area para paspas ang flow, give some consideration sa mokuha ug papelis nga wala naka appointment ilabi na ang mga walay hibalo. Dungagan ug photocopier within this area

social distancing, step by step of claiming there certificate

appointment para mas dali

paubos ubosi ang balayran. Thank you

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